

From: Gary Heine/=TMS/Toyota. Sent:2/10/2009 9:22 AM.  
To: [ - ] Tom Steger/=TMS/Toyota@Toyota; Cole Stutz/=TMS/Toyota@Toyota; Andrew Curtin/=TMS/Toyota@Toyota; Mike Robinson/=Mobile/Toyota@Toyota; Jaime Angulo/=TMS/Toyota@Toyota; Craig Parker/=TMS/Toyota@Toyota; John Stover/=TMS/Toyota@Toyota; Tim Davis/=TMS/Toyota; Nobu Takeda/=TMS/Toyota@Toyota; Scott Stewart/=TMS/Toyota; Kirk Forsht/=TMS/Toyota@Toyota; Michael Hartke/=TMS/Toyota@Toyota; Nathaniel Molgren/=TMS/Toyota@Toyota.  
Cc: [ - ] .  
Bcc: [ - ] .  
Subject: Fw: Weekly TAS Summary Report.

Greg shared with me yesterday that he is pleased with the QAP department's performance and ask me to make sure and thank everyone for their strong team efforts. I also shared with Greg that the improvements are not just in the numbers but also in the TAS case content. It has been a while since anyone had a negative thing to say about our TAS case content and I really appreciate.

Regards,  
Gary Heine  
Quality Assurance Powertrain Manager  
Toyota Customer Services Division  
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----- Forwarded by Gary Heine/TMS/Toyota on 02/10/2009 09:14 AM -----

Bob Nagai/TMS/Toyota  
02/10/2009 08:56 AM  
To Gordon Rush/Lexus/Toyota@Toyota, Mike Robinson/Mobile/Toyota@Toyota, Jeff Northrup/TMS/Toyota@Toyota, Gary Heine/TMS/Toyota@Toyota, Howard Abrahams/TMS/Toyota@Toyota, Greg Bryan/TMS/Toyota@Toyota, Russell Suzuki/TMS/Toyota@Toyota, Michael Jarboe/TMS/Toyota@Toyota, Charles\_Lee@Toyota.com, Tom Trisdale/TMS/Toyota@Toyota, James Merryman/TMS/Toyota@Toyota, Hiroshi Yoshihashi/TMS/Toyota@Toyota, Mark Rhymer/TMS/Toyota@Toyota, Glen Fujita/TMS/Toyota@Toyota  
cc  
Subject Weekly TAS Summary Report

Attached for your review are the Weekly TAS Summary Charts and Cases Initiated Spreadsheet.

Please Note, That as a "Game On" initiative the "Weekly TAS Answered & Abandoned Calls by Time Frame Charts" will be run as a monthly report.

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